

579-0300, her personal phone number is (718) 562-2012.

As a result of her condition, she is not able to conduct any business matters. My sister has been handling all of the business affairs including the phone bills. My sister has assured me that she was only two (2) days late in paying the phone bill for my Mother. A two day delay in paying a bill does not warrant a phone block - especially in light of a family crisis. And to make matters worse, phone blocks are for a six (6) month time period.

Your response and assistance would be much appreciated. Something must be done to legally restrain VAC/Integrated Inc. from their

inept endeavors. The phone bills are nothing more than an ultimatum to compel people to pay for services they never utilized.

I look forward to your response as I am in need of restoring phone service for communication with my Mother.

Thank you,

J. Martin

P.S. - Please be advised that VAC and Intergratel Inc. have two different addresses.

VAC's address is 17250 Dallas Parkway, Dallas, Texas 75248

Intergratel's address is P.O. Box 611987, San Jose, California 95161-1987

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1 the [division] office of alcoholism and [alcohol abuse and the division
2 of] substance abuse services. Notwithstanding any other provision of
3 law, any person who has successfully completed no less than six months
4 of intensive alcohol and substance abuse treatment services in one of
5 the department's [six] eight designated alcohol and substance abuse
6 treatment correctional annexes having a combined total capacity of [one]
7 two thousand [two] five hundred fifty beds may be transferred to a pro-
8 gram operated by or at a residential treatment facility. The commis-
9 sioner shall report annually to the [majority leader] temporary presi-
10 dent of the senate and the speaker of the assembly commencing January 1,
11 1992 as to the efficacy of such programs including but not limited to a
12 comparative analysis of state-operated and private sector provision of
13 treatment services and recidivism.

14 § 42. Subdivision 2 of section 851 of the correction law, as amended
15 by chapter 447 of the laws of 1991, is amended to read as follows:

16 2. "Eligible inmate" means a person confined in an institution who is
17 eligible for release on parole or who will become eligible for release
18 on parole or conditional release within two years. Provided, however,
19 that a person under sentence for an offense defined in paragraphs a and
20 b of subdivision one of section 70.02 of the penal law, where such of-
21 fense involved the use or threatened use of a deadly weapon or dangerous
22 instrument shall not be eligible to participate in a work release pro-
23 gram until he or she is eligible for release on parole or who will be
24 eligible for release on parole or conditional release within eighteen
25 months. In the case of a person serving an indeterminate sentence of im-
26 prisonment imposed pursuant to the penal law in effect after September
27 one, nineteen hundred sixty-seven, for the purposes of this article
28 parole eligibility shall be upon the expiration of the minimum period of
29 imprisonment fixed by the court or where the court has not fixed any
30 period, after service of the minimum period fixed by the state board of
31 parole. If an inmate is denied release on parole, such inmate shall not
32 be deemed an eligible inmate until he is within two years of his or her
33 next scheduled appearance before the state parole board. In any case
34 where an inmate is denied release on parole while participating in a
35 temporary release program, the department shall review the status of the
36 inmate to determine if continued placement in the program is
37 appropriate. No person convicted of any escape or absconding offense
38 defined in article two hundred five of the penal law shall be eligible
39 for temporary release. Further, no person under sentence for any homi-
40 cide offense defined in article one hundred twenty-five of the penal law
41 or of any sex offense defined in article one hundred thirty of the penal
42 law or of section 255.25 of the penal law shall be eligible to partici-
43 pate in a work release program as defined in subdivision three of this
44 section. Notwithstanding the foregoing, no person who is an otherwise
45 eligible inmate who is under sentence for a crime involving: (a) inflic-
46 tion of serious physical injury upon another as defined in the penal
47 law[,] or (b) [a sex offense involving forcible compulsion, or (c)] any
48 other offense involving the use or threatened use of a deadly weapon may
49 participate in a temporary release program without the written approval
50 of the commissioner. The commissioner shall promulgate regulations giv-
51 ing direction to the temporary release committee at each institution in
52 order to aid such committees in carrying out this mandate.

53 § 43. Subdivision 3 of section 851 of the correction law, as amended
54 by chapter 691 of the laws of 1977, is amended to read as follows:

55 3. "Work release program" means a program under which eligible inmates
56 may be granted the privilege of leaving the premises of an institution

EXHIBIT 2

ADVERTISEMENTS OF PROVIDERS OF INMATE-PHONE SERVICES

AT&T Inmate Calling Service. The Authority On Inmate Calling Control.

It's a crime what some telecommunications companies consider controlled inmate calling services.

That's why you should consider AT&T Inmate Calling Service. Known throughout the corrections industry as "The Authority" on inmate telecommunications control.

With AT&T Inmate Calling Service, you get security technologies unparalleled in the industry. Like exclusive Strike Three™ 3-way call detection and termination — a virtually fraud-proof feature (patent pending) available only with AT&T.

It's the kind of peace of mind you simply won't find with any other telecommunications company.

And that's just for starters. Because along with our security systems, AT&T Inmate Calling Service offers unparalleled extras.

Like AT&T Language Line® Services.* A service that offers more than 140 languages, 24 hours a day, to assist corrections officials in communicating with an increasingly multilingual inmate population.

And for inmates with special needs, AT&T offers services to help the speech or hearing impaired communicate with non-impaired friends or relatives through special AT&T Operators and equipment.

Now, what's in it for you?

Commissions.

When you contract with AT&T, you receive competitive monthly commissions on **all** AT&T 0+ Long Distance collect calls placed from your facility.

Of course, as with all of our services, you'll receive the crisp, clear connections and ease-of-use you can only get through the AT&T Worldwide Network.

For more detailed information on AT&T Inmate Calling Service, read the pages to the right. To speak to an AT&T Representative, just call 1 800 437-7403, or fill out and return the enclosed reply card.

After all, you spend your day working to reform your inmates. The least we can do is help you reform your long distance service.

* Separate terms and conditions apply.

AT&T INMATE CALLING SERVICE TESTIMONIAL

DAVID GUTIERREZ
Assistant Jail Administrator
Lubbock County, TX



"IF THERE'S A FLAW IN THE SYSTEM, AN INMATE WILL FIND IT. WITH AT&T, THERE ARE NO FLAWS."

David Gutierrez, Assistant Jail Administrator at Lubbock County, TX correctional facility system, remembers all too well one reason he switched to AT&T:

"We were holding a major drug dealer. Murder conviction, death penalty. And from our facility, he started running his drug operation through our phone system! Talk about a slap in the face to law enforcement! We were a laughingstock. Ridiculed by the citizens and the taxpayers and rightly so.

"This guy was calling anyone and everyone he wanted through 3-way phone calls."

With AT&T Inmate Calling Service, however, Mr. Gutierrez says "that can no longer happen through 3-way blocking. In fact, now we even know who he's calling by the computer, the codes. All I have to do is have my on-site administrator generate an immediate report on demand."

Mr. Gutierrez is a member of the growing list of satisfied AT&T Inmate Calling Service customers who consider AT&T the authority in virtually fraud-proof inmate telecommunications.

"One of the final deciding factors for switching to AT&T was their on-site administrator at no extra charge to handle our call reports. They're on-site from 8 AM to 5 PM, Monday through Friday.

Lubbock County has been held up as a model facility by the Texas Jail Standards. It has also been used as a telecommunications standard that other facilities are referred to. Considered one of the country's most progressive facilities, Lubbock County has been active in finding solutions to deal with the pressing issue of AIDS among inmates.

"All I have to do is pick up the phone and my on-site administrator will be in my office, and I'd say this is what I need, this is what I want, or if I have a goal, I'd ask what do I need to reach it.

"That is an extreme benefit to any administrator. No one else offers that kind of support."

No one else offers the quality and reliability of AT&T Inmate Calling Service either. Complete with security technologies unparalleled in the industry. Like Strike Three!™ 3-way call detection and termination — a virtually fraud-proof feature (patent pending) available only with AT&T Inmate Calling Service.

Not to mention our list of extras.

Like AT&T Language Line® Services.* A service that offers more than 140 languages, 24 hours a day, to assist corrections officials in communicating with an increasingly multilingual inmate population.

And for inmates with special needs, AT&T offers services to help the speech or hearing impaired communicate with non-impaired friends or relatives through special AT&T Operators and equipment.

Plus, when you contract with AT&T, you receive competitive monthly commissions on all AT&T 0+ Long Distance collect calls placed from your facility.

An appealing feature. Especially when you consider the ever-increasing costs of housing inmates.

"Jails are a burden on taxpayers," Mr. Gutierrez says. "The commissions through the AT&T service is advantageous to corrections administrators; it offers opportunities to generate our own revenues instead of relying only on taxpayers.

*Separate terms and conditions apply.

"In fact," he continued, "in just eight months with the AT&T service, our commission revenues have more than doubled."

A tremendous increase in commission revenues could be linked with an increase in inmate calling. AT&T Inmate Calling Service is simply easier to use, so inmates use it as often as they can. According to Mr. Gutierrez, his inmates' reaction to the new service was "immediately positive."

Of course, as with all of our services, you'll receive the crisp, clear connections and ease-of-use you can only get through the AT&T Worldwide Network. And the expertise of the world's premier telecommunications provider.

"Those in charge of correctional facilities need to understand we're moving into high technology in dealing with inmates," Mr. Gutierrez says. "And if there are ways that we can do our job and let the professionals do their job, it makes our job a lot easier."

"The last thing I want to worry about is my phone system. We need to let the phone professionals do that."

"That's exactly what we have with AT&T. They not only told us what they could do, they showed us what they could do."

"They're at the forefront of inmate communications with AT&T Inmate Calling Service," Mr. Gutierrez concluded.

"I highly recommend it."

For more detailed information on AT&T Inmate Calling Service, speak to your AT&T Representative at 1 800 437-7403.

AT&T Inmate Calling Service
From one authority to another.



AT&T Inmate Calling Service provided by **TELE-MATIC**

Strike Three! is a trademark of Tele-Matic Corporation.




INMATE CALLING SERVICES


Gross Revenue
from
Inmate Phone Usage

\$1.4 billion
1991

Gross domestic inmate telephone revenue in 1991 was \$1.4 billion*

 = \$14,000.00

Gross annual revenue per inmate phone exceeds \$14,000.00*

 = \$977.00

Gross annual local and long distance revenue per inmate exceeds \$977.00*

*Tele-Matic Corporation figures.

AT&T Inmate Calling Service provided by Tele-Matic Corporation. Strike Three™ is a trademark of Tele-Matic Corporation. Patent Pending.

This *Government Technology Industry Profile* was sponsored by AT&T. Tod Newcombe principal writer. Edited by Wayne Hanson. William Widmaier art director. Copyright © 1993 GT Publications Inc. All Rights Reserved. Printed in USA.

Which inmate phone company
also offers offenders an
opportunity to really change?

Tired of seeing the same familiar faces again

RC&A not only gives you the best inmate phone system but

Unhappy, low morale, troublesome inmates that come back again and again are the greatest source of overwork and stress for you and your staff...

After all, your facility is there to protect society from offenders.

But these offenders complain and they have problems with the facility or with their families at home. Some of them make trouble. Others, when on the outside, get stoned or drunk and they get angry and are destructive.

You would think that they might use their time constructively to try and make themselves fit for re-entry into society. Some have opportunities to study and learn and improve themselves while in jail.

Why don't they benefit more from these opportunities? Your staff are there to help them. Many of your inmates do try to avail themselves of the help offered. Why do so few change? They need programs which are really effective and which will help them make stable changes in their attitudes and their lives.

All too often, you release them only to see them back in your facility soon afterwards. Even those that don't return, may end up in another jail in some other county or state. Or even worse, many will use their time in jail to become better criminals.

They leave and continue committing crimes.

Your job is to incarcerate and hold inmates. You may also be able to help SOME—if there was a way. But what can you do?

RC&A even has a solution to help with rehabilitation and recidivism.

Besides offering the best all around inmate phone system available, RC&A is unique in another way: we also offer programs which have proved

effective in raising prisoner morale and curbing recidivism.

A great phone system improves things a lot, all on its own. It helps keep the inmates in touch with the outside world without letting them use the phones to commit further crimes while inside.

T*hen I received the book and the course from Criminon called, 'The Way to Happiness'. For many years I seemed to be living in a very dark room and when I completed the course, it was like someone had switched the light on in this dark room and I beheld some pretty good things in there. I saw kindness, love, respect, self control, honesty and many, many more beautiful things. What's amazing in all of this, it was myself that I saw. I cried and cried because I realized for the first time in my life I had sincerely and truly found myself...Another amazing thing which happened to me is I found I couldn't hate anyone anymore because I understood.... I can't tell you how happy I am today. I want to wish you a happy life. As a matter of fact, I wish a happy life to everyone."*

R.P., KINGSTON, ONTARIO

...and again? RC&A has an alternative plan.

Also helps with inmate morale and the recidivism problem.

But we decided that wasn't enough. So we teamed up with Criminon™ International, a non-profit organization which, for the last ten years, has provided effective and lasting rehabilitation to inmates.

We offer two Criminon courses/modules for inmates:

THE WAY TO HAPPINESS COURSE

I...I've made
a comeback with dignity and
integrity...."

C. W. , BROWARD CORRECTIONAL INSTITUTE
PEMBROKE, FLORIDA

Many inmates went astray because no one taught them values or rules by which to live. Many were taught all the wrong values and rules.

THE WAY TO HAPPINESS COURSE, based on *The Way to Happiness*, written by American author and humanitarian, L. Ron Hubbard, provides some sensible guidelines that they can live by:

- based on a common sense moral code for modern living
- teaches acceptable moral behavior in today's world
- re-orientes the inmate to a new way of life without crime or drugs
- contains practical exercises for the inmate to do
- helps develop positive behavior and attitudes
- individualized student supervision.

THE LEARNING

IMPROVEMENT COURSE

Many inmates will return to a life of crime if they cannot learn and become proficient in some subject or skill. They will never feel they can belong in society. This course tackles the very basics of how to study and learn:

- teaches inmates how to learn
- helps them overcome barriers to learning any subject or skill
- raises the student's desire to learn and become skilled
- forms the basis for any other education the individual needs.

*Wouldn't you like to find out how
RC&A and Criminon could help
your inmates lead a better life,*

*while they are
under your care
and after they have
left you?*

This course
(*The Way to Happiness*),
helped me so much. It made
me a better person. It
showed me how to restore
my self-respect and dignity.
I learned how to care for
others. Deep in my heart,
I'm very proud. Thanks
Criminon, you changed
my life."

M.B., NNCC, CARSON CITY, NV

Call 1-800-688-0228
and we'll tell you how
you can incorporate this
valuable program into
your facility at no extra
cost to you.



IT'S LIGHTS OUT FOR INMATE TELEPHONE FRAUD WITH MCI MAXIMUM SECURITY®

MCI Maximum Security® is the most advanced system developed for controlling inmate telephone usage. It brings the power of the mainframe into your prison, surpassing every other system available.

MCI Maximum Security is mainframe-based to give you total control over calls made out of your prison. Now you can scrutinize frequently-called numbers quickly and efficiently.

So illicit call forwarding schemes, credit card scams and subscription fraud can be

detected before major problems arise.

All of this is made possible without any on-site equipment, without any additional personnel and without committing any financial resources from your facility.

That's because MCI Maximum Security is not a PC based system. Its strength and ingenuity rely on a full-size mainframe, a reputable network and MCI's unsurpassed service.

All of which means, you've got everything under control.

MCI

1-800-436-5432

KEEPING YOU IN CONTROL

Upkeep without downtime.



USWEST
COMMUNICATIONS 
Making the most of your time.®

We know it's important that inmate telephones be kept in good working order. Because a broken phone can be a source of frustration and discontent.

To provide needed maintenance and service for your inmate phones, US WEST Communication goes to great lengths – without coming from a great distance. As your local telecommunications provider, on-site service is only minutes away.

Keep your inmate phones continuously up and running, with local maintenance support from US WEST Communications.

USWEST
COMMUNICATIONS 
Making the most of your time.®

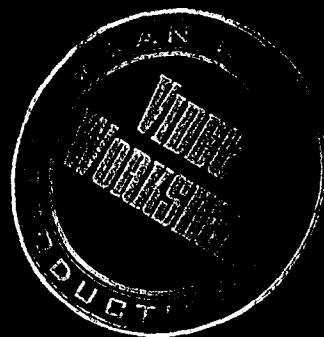
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RC&A, AN INDUSTRY LEADER, IS PROUD TO OFFER:

Selecting an Inmate Phone System:

VITAL ISSUES—INTELLIGENT ANSWERS

SELECTING AN INMATE PHONE SYSTEM:



A video workshop that will give you all the data you need—and the practical experience you want—to fully evaluate any proposal for the installation of an inmate phone system in your facility.

Through this workshop, you will learn to:

- Identify your needs and compare them to what's being offered.
- Evaluate commission structures and recognize deceptive offers.
- Assess a company's background and the level of service you can expect.

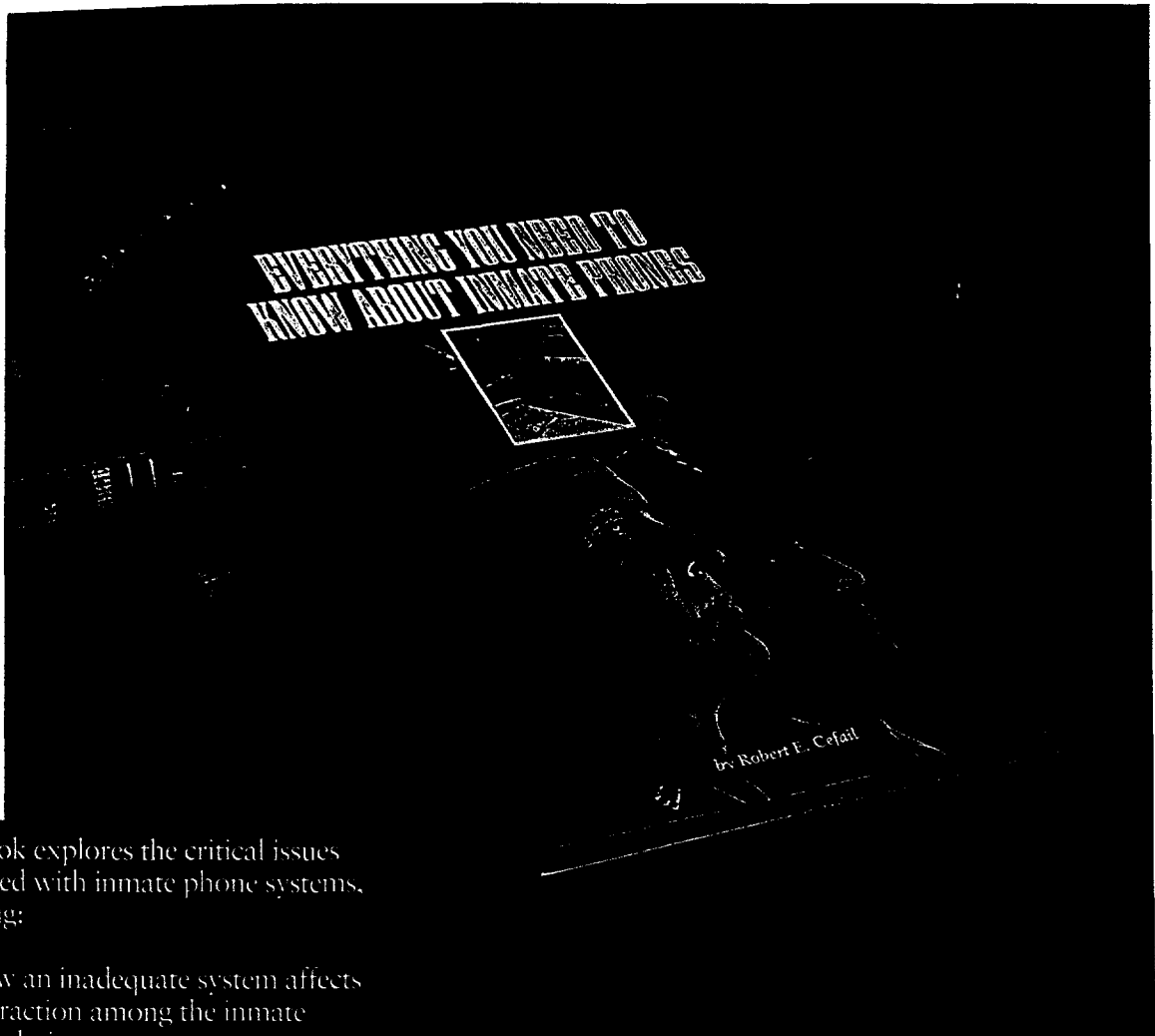
Plus much, much more. And all for just \$19.95 per copy.

To place your order, call us TOLL FREE at 800-688-0228. MasterCard and VISA accepted. (FL, TX, and CA, please include sales tax.)

EVERYTHING YOU NEED TO KNOW ABOUT INMATE PHONES

BY ROBERT E. CEFAIL

*...on a subject vital to reducing tension
and workload in your correctional institution.*



This book explores the critical issues associated with inmate phone systems, including:

- ❑ How an inadequate system affects interaction among the inmate population
- ❑ Eliminating victim and witness harassment
- ❑ Preventing fraud that results in uncollectible revenues for your facility
- ❑ How to evaluate a company's commission structure and figure out what they're *really* offering
- ❑ Identifying the features that make a difference

Learn all you need to know to negotiate the best deal on the inmate phone system that's right for you. To obtain this fact-filled book, send \$5.95 (per copy) to: RC&A, P.O. Box 10257 (Dept. A), Clearwater Florida 34617 or call us TOLL FREE at 800-688-0228 to use your MasterCard or Visa. (FL, TX, and CA, please include sales tax.)

WE'D LIKE TO MAKE YOUR TIME IN JAIL A LITTLE EASIER.

Let's face it. As a correctional-facility manager, you've got enough to worry about. Let us handle the phones.

With Ameritech Inmate Calling Service, you get more than a communication system. You get public phone service that's responsive to your unique security needs.

Our Collect-Call-Only Service offers multiple features and built-in options that help deter fraud and give you the control you need over inmate calling. But beyond bringing you the newest technology, we're committed to

bringing you something else you can count on: Service. Ours is second to none.

We'll help you design, implement and administer an inmate phone program to meet your specific needs. And while we use only the highest quality equipment, if there's ever a problem, you can count on prompt, reliable service.

To find out more about how we can make your job easier, call the representative at your local Ameritech Bell company. We're ready to send our best people to jail.

AMERITECH

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Michigan Bell Ohio Bell

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and Law Enforcement
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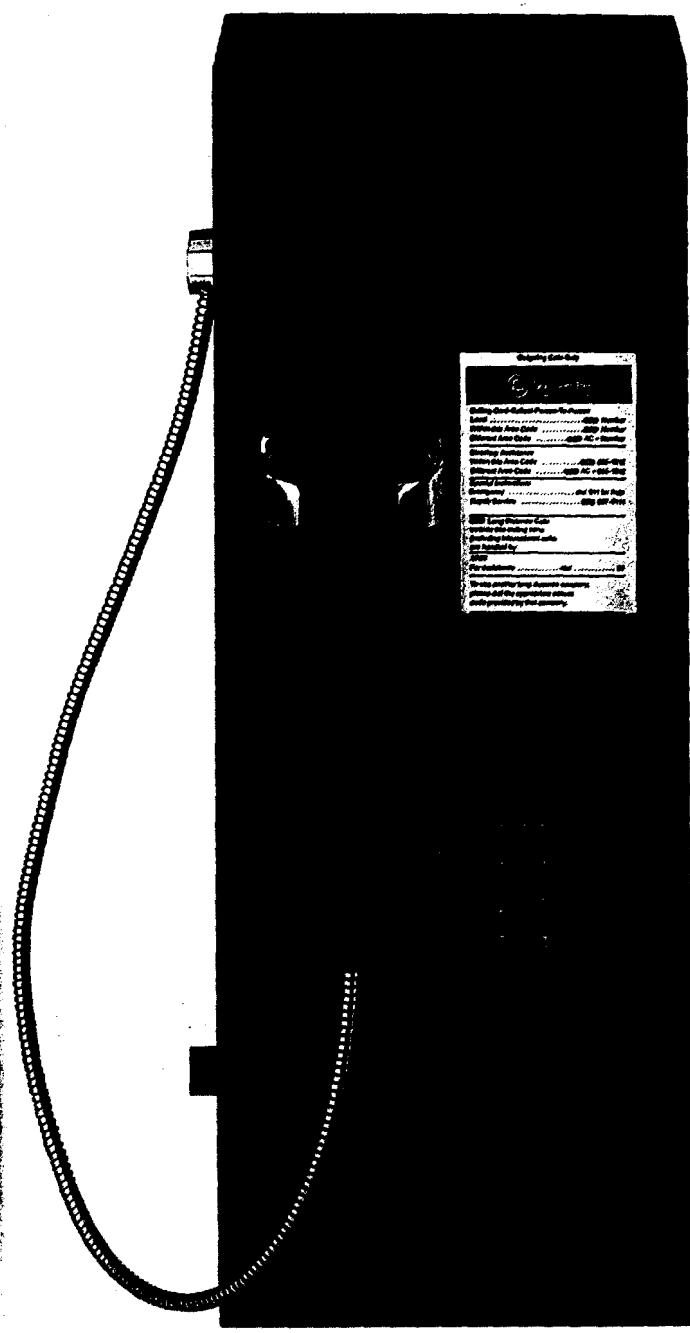
Couldn't your prison use more security?

That's just what Southern Bell's Inmate Service provides.

Southern Bell's reliable, sturdy coinless telephones in correctional institutions alert highly-trained operators that they are processing a special call. So the chance of fraud or breach of security is greatly decreased.

And Southern Bell's high quality local and long distance calling capabilities help boost prison morale while your institution benefits from Southern Bell's competitive commissions.

So add more security to your facility with Southern Bell's Inmate Service phones.



Shipping Label

Shipping and Receiving Instructions	
1. Label must be placed on the outside of the container.	2. Label must be placed on the top or side of the container.
3. Label must be placed on the container in a visible location.	4. Label must be placed on the container in a secure location.
5. Label must be placed on the container in a dry location.	6. Label must be placed on the container in a clean location.
7. Label must be placed on the container in a well-ventilated location.	8. Label must be placed on the container in a well-lit location.
9. Label must be placed on the container in a well-protected location.	10. Label must be placed on the container in a well-maintained location.



Southern Bell®
South Central Bell®

BELL SOUTH COMPANIES

EXHIBIT 3

LETTER FROM NEW YORK STATE DEPARTMENT OF CORRECTIONS REGARDING
FAMILY BENEFIT FUND ALLOCATIONS



STATE OF NEW YORK
DEPARTMENT OF CORRECTIONAL SERVICES
THE STATE OFFICE BUILDING CAMPUS
ALBANY, N.Y. 12226

NOV - 1 1993

THOMAS A. COUGHLIN III
COMMISSIONER

REV. DR. EARL B. MOORE
ASSISTANT COMMISSIONER
MINISTERIAL AND FAMILY SERVICES

October 25, 1993

Ms. Trudi Renwick
Economic Policy Analyst
Public Utility Law Project of New York, Inc.
39 Columbia Street
Albany, New York 12207-2717

Dear Ms. Renwick:

This is in response to your letter to Rev. Moore seeking information about the Department's Family Reunion Program.

The Program began in the mid-1970's at our Wallkill Correctional Facility as a Federal grant initiative. It is now available to qualified inmates in 18 of our more than 60 correctional facilities and is presently funded with both regular State Purposes appropriations and with allocations from the Family Benefit Fund (i.e.: Phone Home Program revenues).

In addition to the Family Reunion Program, Family Benefit Fund allocations also enable DOCS to provide free bus trips for inmates' visitors and a nursery program for inmate mothers and their children. The Fund is also used for certain AIDS-related and other medical services expenses and to defray inmate telephone program costs.

If you have any further questions, please contact me or Mr. Peter Behrle in our Budget and Finance Office.

Sincerely,

James J. Plescia
Director
Family & Ministerial Services

JJP:jf
457-93

cc: File